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军队疗养院非现役文职人员工作满意度及职业需求调查*

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摘要 目的:非现役文职作为军队疗养院的聘用人员已成为医护工作的主要力量。本文通过调查军队疗养院非现役文职人员的工作满意度,分析其对自身职业的潜在需求,为提高医疗服务质量提出可行对策。**方法:**采用问卷调查的方式对我院聘用的 100 名非现役文职人员调查该群体工作满意度及对自身职业的潜在需求。**结果:**非现役文职人员对管理制度、工作环境、团队合作及人际关系等方面表示满意,其中最满意的是工作环境;而对工作压力、工资福利、奖惩制度、职称晋升及个人发展等方面表示不满,其中最不满意的是工资福利。非现役文职人员对优化人事编制、提高福利待遇及减轻工作负荷的需求度较高,而对职业情感、临床带教及军事知识的需求度较低。**结论:**军队疗养院的管理人员应完善管理机制,充分了解非现役护理队伍对职业的潜在需求,积极的为其创造良好的晋升政策和发展平台,建立绩效考核制度以提高该群体的工作满意度,进而提升军队疗养院护理服务的质量。

关键词:非现役文职;军队疗养院;工作满意度;职业需求

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Job Satisfaction and Requirement of the Non-commissioned Civilian Nurses in the Military Sanatorium*

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ABSTRACT Objective: The non-commissioned civilian staff have become the main force of the medical work in the military hospital or sanatorium. This article aims to analyze the potential requirement of the non-commissioned civilian staff by conducting a survey about the job satisfaction in order to come up with some feasible advices for the improvement of nursing quality. **Methods:** 100 non-commissioned civilian staff in our sanatoriums were investigated by the questionnaire about the job satisfaction and requirements. **Results:** The satisfied aspects were the management system, working environment, teamwork and interpersonal relationship. The most satisfied one was the working environment. The unsatisfied aspects were the working pressure, the salary welfare, the rewards and punishment, the occupational promotion and personal improvement. The most unsatisfied one was the salary welfare. The more desired aspects were the personnel optimization, the benefits improvement and the workload reduction, while the less ones were the professional emotion, the clinical teaching and the knowledge of military. **Conclusions:** It is necessary to take appropriate measures to meet the reasonable needs of non-commissioned civilian staff and to improve the job enthusiasm so as to ensure the nursing quality.

Key words: Non-commissioned civilian nursing staff; Military sanatorium; Job satisfaction; Occupational requirement

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前言

工作满意度(Job satisfaction)是指个人在工作过程中对工作本身及工作环境、工作压力及人际关系等相关因素所表现的心理感受,工作满意度与工作绩效和职业发展呈正相关^[1,2]。作为社会发展不可或缺的重要群体,医护人员是人类生命健康的守护者,该群体对工作的满意度与医疗服务的质量及患者的受益度息息相关^[7]。随着部队医疗机构人事编制的调整,军队医院及疗养院为缓解护理人员严重短缺的问题,通过公开招聘面向社会招聘具有护理专业资格的非现役护理人员^[3,4]。非现役护理

人员在编制、薪酬及个人发展等方面与军队护士之间存在一定的差异,而这些因素影响着该群体对自身工作的满意度,同时影响护理服务的质量^[5,6]。本文针对我院非现役护理人员的工作满意度情况进行调查,探讨该群体对职业的潜在需求并提出建议,为军队疗养院完善护理管理工作提供可借鉴的资料。

1 对象与方法

1.1 调查对象

选取我院非现役护理人员 100 名为调查对象,均为女性,年龄分布在 20-35 岁,平均年龄为(26.32±1.56)岁;学历:39 人

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为本科或本科以上,61人为大专;工作年限为1-9年,平均(4.64±0.98)年;技术职称:主任护师3人,副主任护师8人,主管护师41人,护师48人。

1.2 方法

采取问卷调查的方式,问卷包括两部分:工作满意度和职业潜在需求。根据满意度量表(MMSS)^[9]设计问卷,内容主要涉及:管理制度、工作环境、团队合作、人际关系、工作压力、工资福利、奖惩制度、假期安排、教育培训、职称晋升及发展空间等。自定义量表调查非现役文职人员对职业的潜在需求,内容主要有:优化人事编制、改善管理、提高待遇、减轻工作负荷、技能培训、外语水平、法律意识、职业情感、临床带教及军事知识等。

1.3 评分标准

采用Likerts^[9]评分法,工作满意度评分为:非常满意(5分)、满意(4分)、一般(3分)、不满意(2分)、非常不满意(1分)。职业需求评分为:非常需要(5分)、很需要(4分)、需要(3分)、一般(2分)、不需要(1分)。分值越高,说明满意度和需求度越高。

1.4 统计学处理

采用SPSS16.0软件对所有数据进行统计处理,计量资料以平均数±标准差($\bar{x} \pm s$)表示。

2 结果

本次调查共发放问卷100份,回收98份,回收率98%,有效问卷95份,有效率96.9%。

2.1 工作满意度调查结果

如表1所示,非现役护理人员对管理制度的评分为3.11±0.24;工作环境的评分为4.11±1.04;工作保障的评分为3.42±1.02;团队合作的评分为3.98±1.85;人际关系的评分为3.51±1.01;工作压力的评分为2.78±1.37;工资福利的评分为2.41±1.87;奖惩制度的评分为2.48±0.91;教育培训的评分为2.88±0.91;假期安排的评分为2.78±0.61;职称晋升的评分为2.97±0.73;发展空间的评分为2.91±1.34。结果显示,护理人员对工作环境、团队合作及人际关系等表示满意,其中最满意的是团队合作;而对工作压力、工资福利及奖惩制度等方面表示不满意,其中最不满意的是工资福利。

表1 非现役文职护理人员对工作满意度的评分($\bar{x} \pm s$)

Table 1 Scores of work satisfaction for inactive civilian nursing staff($\bar{x} \pm s$)

Indicators	Scores	Indicators	Scores	Indicators	Scores	Indicators	Scores
管理制度	3.11±0.24	工作环境	3.98±1.85	人际关系	3.51±1.01	工作压力	2.78±1.3
Management System		Working Environment		Interpersonal Relationship		Working Pressure	
工作保障	3.42±1.02	工资福利	2.41±1.87	奖惩制度	2.48±0.91	假期安排	2.78±0.61
Occupation Insurance		Compensation & Welfare		Rewards & Punishment		Vacation Plan	
职称晋升	2.97±0.73	团队合作	4.11±1.04	个人发展	2.91±1.34	教育培训	2.88±0.91
Occupational Promotion		Team Work		Personal Development		Education & Trainin	

2.2 职业需求调查结果

如表2所示,非现役护理人员对优化人事编制的需求得分为4.15±0.51;改进管理模式的需求得分为3.77±1.89;完善政策的需求得分为3.93±1.46;提高福利待遇的需求得分为4.34±0.63;减轻工作负荷的需求得分为4.65±0.22;技能培训的需求得分为3.09±0.62;提升外语水平的需求得分为3.75±1.01;增强法律意识的需求得分为3.12±0.64;岗位职责的需求得分为3.27±0.15;职业情感的需求得分为2.75±0.21;临床带

教的需求得分为2.33±0.55;军事知识的需求得分为2.13±1.90。结果表明,非现役护理人员对优化人事编制、提高待遇及减轻工作负荷的需求度较高,而对职业情感、临床带教及军事知识的需求度较低。

3 讨论

近年来,护理人员离职率逐渐增高引起了管理者的重视和思考。关注护理人员的职业需求,提高该群体的工作满意度,保

表2 非现役文职护士的职业需求($\bar{x} \pm s$)

Table 2 Occupational requirements on the inactive civilian nursing staff($\bar{x} \pm s$)

Requirements	Points	Requirements	Points	Requirements	Points
优化人事编制	4.15±0.51	减轻工作负荷	4.65±0.22	加强技能培训	3.09±0.62
Optimize personnel compiles		Reduce workload		Enhance professional capability	
重视临床带教	2.33±0.55	增强法律意识	3.12±0.64	培养职业情感	2.75±0.21
Emphasize clinical teaching		Strengthen legal consciousness		Cultivate occupational emotion	
明确岗位职责	3.27±0.15	了解军事知识	2.13±1.90	改进管理模式	3.77±1.89
Definite job responsibility		Acquire military knowledge		Develop management mode	
完善医疗政策	3.93±1.46	提高福利待遇	4.34±0.63	提升外语水平	3.75±1.01
Modify medical policy		Increase the welfare		Improve language skills	

证护理队伍的稳定性尤为重要。对于军队医院及疗养院来说,完善非现役护理人员的管理工作是提高医疗护理质量的重点^[10,11]。“以人为本”是一种现代管理理念,是指在管理过程中以个人的合理需求为出发点,充分调动主观能动性,以实现个人与组织共同发展^[12]。以人为本管理的基本原则是:以人为中心、重视个人需要、鼓励个人发展、创造和谐的工作气氛、激发工作热情,从而提高整体的发展水平^[12,14]。因此,军队医院及疗养院应充分尊重非现役护理人员的工作,做到以人为本,切实了解该群体对职业的潜在需求,改善护理管理体制、提供利于个人发展的平台、有计划的培养优秀护理骨干、加强专业技能学习,不断提升专业水平,推动护理专业及护士自身的共同进步^[15,16]。非现役护理人员作为军队医院及疗养院的新生编制,相关政策尚未完善,军队医院在制定聘用人员管理办法时既要严格参照国家和地方的相关法律法规,又要充分考虑到非现役与现役的不同,应充分了解该群体的职业需求,采取积极的解决方式,力求提高非现役护理队伍对自身工作的满意程度,进而提高护理服务的整体质量^[15-17]。军队疗养院的管理者要鼓励工作表现优异的非现役护理人员,物质上表现为提高薪水、发放奖金等,精神上表现为评比优秀个人及科室、颁发爱岗敬业标兵证书等^[18,19]。医疗部门要鼓励并支持良性竞争机制,定期开展专业技能大赛,这不仅可以提高参与者的主观能动性,而且有利于护理人员在良好的竞争氛围里互相学习、互相监督,提高其在军队医院工作的满意度,更有利于提高护理质量^[20]。

本次调查结果显示,非现役护理人员普遍对工资福利和奖惩制度表示不满意,而且该群体对福利待遇的需求度较高,说明非现役护理人员在工作中获得的物质奖励和精神鼓励影响其对工作的满意程度。综上所述,管理者要运用激励机制调动非现役护理队伍的工作积极性,满足其多样化的职业需求,提高其工作满意度,进而提高护理服务的质量。

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